GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3925
ANSWERED ON:20.04.2005
TELEPHONE ADALATS IN JHARKHAND
Agarwal Shri Dhirendra;Mahato Shri Sunil Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the dates on which the telephone Adalats were held in each district of Jharkhand during the last two years;

(b) the number of cases which came up before these Adalats during the said period, district-wise and the number of cases disposed out of them;

(c) the details of relief provided to the telephone subscribers and the rules for organising such Adalats;

(d) whether there has been violation of these rules during the last three years; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) The details are given in Annexures-I and II

(d) Yes, Sir.

(e) Generally Adalats are held as per schedule. However, some adalats could not be held. Details are given in the Annexure-III.

Annexure-I

DETAILS OF TELEPHONE ADALATS HELD IN JHARKHAND DURING LAST TWO YEARS

Name of SSA	1-4-2003 to 31-3-2004			1-4-2004 to 31-3-2005			
	Date of holding of Adalat	Number of cases receiv ed	Number of cases dispos ed off	Details of relief given (In Rupees)	Date of holdi ng of Adalat	Number of cases recei ved	Number of cases dispos ed off	Details of relief given (In Rupees)
Hazaribagh								
	26.12.03	22	22	-	13.08.04	13	13	-
	28.01.04	04	04	-	25.01.05	02	02	-
	17.0204.	02	02	-	10.02.05	03	02	-
	17.03.04	03	03	-	25.2. 05	02	02	-
	24.03.04	03	03	-	05.03.05	02	02	-
	27.03.05	02	01	Rs.80.				
Jamshedpur								
	23.01.04	23	13	4252.00	-	-	-	-
	27.01.04	17	09	2339.00	-	-	-	-
	12.01.04	06	06	152.00	14.1204	05	05	-

Dumka	-	-	-	-	25.02.05	05	05	-
	19.01.04	05	05	115.00	-	-	-	-
	04.03.04	10	10	-	-	-	-	-
	28.01.04	07	07	-	22.12.04	06	06	165.00
	20.02.04	05	05	-	05.02.05	05	05	-
	25.02.04	05	05	-	02.03.05	07	07	-
	-	-	-	-	18.12.04	06	06	-
Ranchi	31.05.03	74	74	21698.00	13.07.05	61	61	28534.00
	20-09-03	28	28	4630.00	29.11.04	30	30	6535.00
	28.01.04	68	68	27021.00	18.01.05	23	23	23876.00
				07.03.05	01	01		
				14.03.05	12	12	33375.00	
				29.03.05	24	24	29923.00	
Daltonganj								
	29.01.04	25	17					
Dhanbad	04.07.03	09	09	8266.00	24.09.04	63	63	3062.00
	29.12.03	41	41		25.09.04	13	13	6985.00
	30.12. 03	17	17		17.02.05	26	26	
	05.01.04	35	35		28.02.05	13	13	
	06.01.04	10	10		08.03.05	01	01	
				18.03.05	01	01	80.00	

Annexure-II

No. 12-1/2001-(PG)
Bharat Sanchar Nigam Limited
(A Government of India Enterprise)
10th floor, Chandralok Building
Janpath, New Delhi-110001
Dated: 22.06.2001

To

All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References:

18-1/87-PG&I dated 11-6-87
18-1/87-PG&I dated 8-2-88
18-1/87-PG&I dated 17-9-89
18-1/87-PG&I dated 22-5-92
18-1/87-PG&I dated Oct, 96
2-2/2000 PEG (PG) dated 16-12-2001
2-2/2000-PG dated 9-2-2001
12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer's problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the departments.

Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints, non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented before the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction of the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:

Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

(a)	CGM of Telecom Circle/Districts	-	Chairman
(b)	Financial Advisor of Circle/District	-	Member
(c)	Engineering Officer next to CGM in Circle Office	-	Member
(d)	SR.DDG/DDGs nominated	-	One

(ii) List of nominee from BSNL headquarter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. In case of SSAs where more than on CGM is holding independent charge, then all such independent GMs will hold independent Adalats for their area once in two months.

Publicity:

The information of holding Adalats by CGM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by CGM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDG/DDG to Sr. DDG (PG) who shall maintain a record in his unit.

ANNEXURE-III

DETAILS OF ADALATS HELD DURING 2002-03, 2003-04 AND 2004-05

Name of SSA	2002-03				2003-04				2004-05			
	No.	No.	Total	Total	No.	No.	Total	Total	No.	No.	Total	Total

	of Adalats to be held as per norms	of Adalats held	no. of cases received	no. of cases disposed off	of Adalats to be held as per norms	of Adalats held	no. of cases received	no. of cases disposed off	of Adalats to be held as per norms	of Adalats held	no. of cases received	no. of cases disposed off
Ranchi	06	02	128	128	06	03	170	170	06	06	151	151
Jamshedpur	06	01	28	28	06	02	40	22	06	--	--	--
Dhanbad	06	01	41	41	06	05	112	112	06	06	117	117
Hazaribagh	06	01	22	22	06	05	34	34	06	06	24	22
Dumka	06	06	08	08	06	06	38	38	06	06	34	34
Daltonganj	06	02	05	05	06	01	25	17	06	--	--	--
Jharkhand	04	04	138	138	04	03	157	157	04	02	28	28
Circle office												
Total:	40	17	370	370	40	25	576	550	40	26	354	352